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## Article: Positive Language

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One of the most useful confident communication techniques I have ever learnt is **Positive Language**. Essentially using positive language is about saying what you **CAN** do rather than what you **CAN'T**. Two scenarios, below, illustrate how the technique is used in practice.

### **Scenario 1**

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Someone asks you to do something, which you cannot do immediately. It's something you have to do as part of your job role, so you cannot say no. However you can negotiate. It's now Tuesday and you will be able to do the task by Thursday.

You have two ways of responding to the request:-

#### **First response**

You frame your response negatively: **"I can't do that until Thursday"**

#### **Second response**

You frame your response positively: **"I can do that on Thursday"**

The second response, whether spoken or written, appears more positive, helpful and constructive than the first. **And** you are offering to do the task no quicker in the second response than the first.

### **Scenario 2**

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Someone asks you a question that you don't know the answer to. You have two ways of responding:-

#### **First response**

You frame your response negatively: **"I don't know"** or **"I don't know the answer to that"**

#### **Second response**

You frame your response positively: **"I will investigate"**, or **"I'll find out"**

The second response, whether spoken or written, gives the impression of someone who is more competent, capable and knowledgeable than the first response.

### **The Benefits of using Positive language**

- Positive language can be used to project a helpful, positive impression rather than a negative one.
- It helps to communicate in a more positive way that is more likely to achieve cooperation rather than argument or confrontation.
- It communicates confidence to the people on the receiving end of the communication.



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## About the Author - Krista Powell Edwards

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Krista is a very experienced and highly qualified consultant, coach, facilitator, trainer and author.

She uses her experience and expertise to support individuals and organisations to enhance their effectiveness and performance.

Krista is currently writing her first book on how to effectively communicate credibility.

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### ***Expertise and experience***

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Krista has developed her expertise through

- An extensive track record of supporting organisations in the UK and internationally since 1995.
- Masters level research in the factors that affect the achievement of workplace performance.
- Extensive Continuous Professional Development (CPD), (including regular attendance at conferences and development programmes).
- Research of 'best practice' consultancy, facilitation and learning and development
- Qualifying as a Master Trainer, Master Practitioner and Practitioner in Neuro-Linguistic Programming (NLP).
- Designing and delivering 500+ training and development programmes.
- 20+ years as Chartered Institute of Personnel and Development (CIPD) volunteer - branch chair, council representative - supporting the CPD and performance of 7500+ HR professionals.
- Lecturing at a university (International Human Resource Management).

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### ***Specialist areas***

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Krista specialises in three main areas:-

**Credibility** - How to communicate credibility for influence and positive impact in the workplace

**Credible HR** - Enabling HR to add value to the organisation

**Personal Effectiveness Skills** - Support in developing confidence, credibility, influence, time management and assertiveness and conflict management skills so that individuals and teams are able to perform effectively.

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### ***Services***

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Krista offers support in **workplace performance improvement**.

Tailored, cost effective

- Consultancy and Research
- Coaching
- Facilitation
- Training and Development

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### ***Contact Details***

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